



Covenants Complaints & Violations Stats

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Director of Risk Management & Real Property- September 22, 2018





Covenants Highlights

- Covenants Enforcement:
 - 7-days a week
 - Monday – Thursday 8:00 a.m.– 5:00 p.m.
 - Friday – Sunday 11:00 a.m. – 8:00 p.m.
 - 8-11 p.m. after-hours coverage Friday-Sunday and holidays starting November 3, 2017 thru August 23, 2018. Moved to 7-days a week starting August 24.
 - Special Holiday Period After-Hours Coverage :
 - December 22 thru January 7
 - July 1 – 7
 - Total of 18 after-hours calls received since November 2017 launch through September 9, 2018.

Covenants Highlights- August 2018

	2017 ACTUAL	2018 08/31/18
Garbage Spill	56	45
Storage	42	29
Noxious Activity	32	48
Non-Covenants	30	15
Forestry	20	2
Parking	15	21
Lighting	20	27
Storage Misc.	12	0
Comment/Concern/Opinion	6	27
Dilapidated Vehicle	3	1
Business Activities	3	5
No Permit ASO	3	0
Garbage Misc.	2	0
Private Property Machinery	2	0
Common Area	2	0
Inoperable Vehicle	1	0
Camping	1	1
Animal Control	1	17
Fire Safety	0	11
Vehicle/Commercial	0	4
Firearm (BB Gun)	0	1
Noise	0	1
Lighting Misc.	0	1
Grand Total	251	256
TOTAL VIOLATIONS	188	142
Complaint Source	2017	2018
Staff	105	52
OneStop	82	77
Email	39	66
In Person at ASO	11	13
Telephone	11	46
Forestry	3	2
Grand Total	251	256

Month	Complaint Category by Month	Total
August	Comment/Concern/Opinion	1
	Garbage Spill	10
	Noxious Activity (Loud Party)	14
	Animal Control	3
	Lighting (Before August 24 Rule Change)	3
	Storage	6
	Non-Covenants - Question/Comment	5
	Fire Safety	8
	Business Activities	3
	August Total	(Actual Violations: 31)



5-Year Historical Covenants Complaints

COVENANTS COMPLAINT BY TYPE	2012	2013	2014	2015	2016	2017
Parking	71	20	16	2	19	15
Garbage Spill & GCE Damage	26	35	13	10	16	56
In-Op Vehicle	8	6	1	0	4	4
Storage	12	11	3	8	28	54
Noxious Activities	4	4	7	2	7	30
Noxious Activities/Animal Control-Dog	0	0	0	0	0	3
Forestry	3	0	6	1	3	20
Business Activity	0	0	0	0	0	3
Lighting	0	0	0	0	0	20
Camping	0	0	0	0	0	1
Miscellaneous	14	6	2	2	3	6
Non-Covenants & Arch Stand	N/A	N/A	N/A	N/A	N/A	33
Comment/Concern/Opinion	N/A	N/A	N/A	N/A	N/A	6
TOTAL COMPLAINTS**	138	82	48	25	80	251

Multiple Offense Properties						
Second Offense	6	7	3	0	2	5
Third Offense	1	0	1	0	0	3
Fourth Offense	0	0	0	1	0	1
Fifth Offense	0	0	0	1	0	0
# of properties exp. mult. offense	6	7	2	1	2	9

Complaint Generation						
Staff	79%	70%	50%	60%	change in rep detail	43%
Member	21%	30%	50%	40%	change in rep detail	57%

60.40%
39.60%

5-year average (incl. 2011)





Notes to 5-Year Historical Stats

* Went live on OneStop May 22, new complaint intake including online for Covenants and Architectural Standards, below find breakdown of Complaint Source for 2017

Complaint Source	Total
Staff	105
OneStop	82
Email	39
In Person at ASO	11
Telephone	11
Forestry	3
Grand Total	251

**For years 2012 through May 22, 2017 TOTALS indicate actual violations not complaints. Total for 2017 YTD includes Jan-May violations + all complaints received May-Oct

Multiple Offense Properties:

a multiple offense is when a property has had a violation sited within a 12-month period and a similar complaint and violation is determined within that same 12-month period

Annual complaint totals include multiple offense complaints and violations.

2011 Complaint Generation: Staff 71%; Member 29%; total compaints 152

Stats do not indicate additional staff resolution based approach for random Covenants related issues. This reflects the softened approach directed rather than heavy handed

